



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

JOB DESCRIPTION **STAFF SUPERVISOR** HUMAN SERVICES

Human Resources Department
700 Town Center Drive, Suite 200
Newport News, VA 23606
Phone: (757) 926-1800
Fax: (757) 926-1825

GENERAL STATEMENT OF RESPONSIBILITIES

Under limited supervision, this position is responsible for coordinating difficult to complex administrative, financial and bookkeeping responsibilities for the department. Reports to the Administrative Bureau Support Supervisor.

ESSENTIAL JOB FUNCTIONS

Coordinates the administrative operations and workflow for Department. Plans, coordinates and prepares complex administrative support work such as word processing, and creating spreadsheets that require interpretation and judgment. Maintains billing and payment data utilizing computerized information system and maintains detailed records of transactions, checks issued, encumbrances and related information.

Responsible for the effective supervision and administration of the department's administrative support staff including leave approvals, performance management, employee relations, prioritizing and assigning work and related activities.

Coordinates, processes, and records financial transactions to include monitoring payment and refund requests and invoices; generates purchase requests and prepares required reports. Oversee the department's records management program to include coordinating the removal and destruction of outdated and confidential material.

Performs other duties as assigned.

PERFORMANCE STANDARD

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

REQUIRED KNOWLEDGE

- Office Administration - Knowledge of office systems, practices, procedures and administration. Knowledge of general office equipment and personal computers to include word processing, spreadsheet, and related software.
- Supervision - Knowledge of leadership techniques, principles and procedures to assign work, schedule, supervise, train, and evaluate the work of assigned staff.

REQUIRED SKILLS

- Computer Skills – Utilizes a personal computer with word processing, spreadsheet, and related software to effectively complete a variety of administrative tasks with reasonable speed and accuracy.
- Interpersonal Relationships/Customer Service – Develops and maintains cooperative and professional relationships with employees and the public.

REQUIRED ABILITIES

- Coordination of Work – Ability to establish and implement effective administrative programs and procedures. Ability to plan and organize daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Performs a broad range of supervisory responsibilities over others.
- Judgement/Decision Making – Ability to use logic and reasoning to understand, analyze, and evaluate situations and exercise good judgment to make appropriate decisions.
- Communication – Excellent ability to communicate complex ideas and proposals effectively so others will understand to include preparation of reports, agendas, and policies. Excellent ability to listen and understand information and ideas presented verbally and in writing. Ability to handle a variety of issues with tact and diplomacy in a confidential manner.
- Accounting/Budgeting – Ability to perform arithmetic, algebraic, and statistical applications. Ability to employ economic and accounting principles and practices in the analysis and reporting of data.

EDUCATION AND EXPERIENCE

Requires any combination of education and experience equivalent to a high school diploma and 3 - 5 years of experience in a closely related activity to include 1-2 years of lead or supervisory experience.

ADDITIONAL REQUIREMENTS

An acceptable general background check to include a local and state criminal history check and sex offender registry check.

A valid driver's license with an acceptable driving record.

Individuals in this position cannot be listed as having a founded child abuse or neglect complaint.

In the event of a declared emergency in the City of Newport News, individuals in this position are required to work shelter duty and may be called on to perform duties as required to provide for the safety and care of the citizens of the community.

PHYSICAL REQUIREMENTS

- Requires the ability to exert light physical effort in sedentary to light work.
- Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).
- Tasks may involve extended periods of time at keyboard or work station.

SENSORY REQUIREMENTS

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
- Some tasks require the ability to communicate orally.

ENVIRONMENTAL EXPOSURES

Essential functions are regularly performed without exposure to adverse environmental conditions.